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Dee May
Director, Federal Regulatory Affairs

EX PARTE OR LATE FILED



January 6, 1998

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW
Room 222
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: Implementation of the Local Competition Provisions in the Telecommunications Act
of 1997-RM 9101

Dear Ms. Salas,

Please find attached a written ex parte by Bell Atlantic that addresses MCI's ex parte, filed in the above proceeding and dated October 23, 1997. Feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Dee May (mlt)".

Attachment

cc: Mr. Alex Belinfante
Mr. Jake Jennings
Ms. Wendy Lader
Ms. Radhika Karmarkar
Mr. Richard Metzger
Mr. Brent Olson
Ms. Florence Setzer
Mr. Don Stockdale
Mr. Richard Welch

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**BELL ATLANTIC RESPONSE TO
MCI ADDITIONAL PERFORMANCE MEASUREMENT REQUIREMENTS
VERSION 1.1**

MCI's most recent ex parte purports to set forth a number of measures – in addition to those contained in the LCUG Service Quality Measurements document – that MCI says should be captured “to ensure that the end user experience is adequately measured.” (p. 2) The measurements Bell Atlantic committed to provide in connection with the review of its merger with the former NYNEX address all of the additional functions MCI seeks to measure, and already fully address each of the underlying concerns articulated by MCI.¹ As such, no additional measures are needed.

1. Ordering and Provisioning

MCI requests that the Commission require incumbent local exchange carriers to provide five additional Ordering and Provisioning measurements: Mean Completion Interval; Percent Orders Not Completed on Time; Percent Orders Completed on Time; Percent Flow Through Orders; and Average Offered Interval. The measurements Bell Atlantic provides address all of MCI's requests.

Bell Atlantic provides measurements for Average Offered Interval, Average Completed Interval, and Percent Flow-Through Orders, which correspond to MCI's requested Average Offered Interval, Mean Completion Interval, and Percent Flow Through Orders. Bell Atlantic also provides measurements for Percent Missed

¹ As Bell Atlantic explained in its written ex parte filed November 20, 1997, it committed in the merger proceeding that it will provide service performance measurements that address virtually all of the Service Quality Measurement (SQM) functions specified in the LCUG document. Letter from Dee May to William F. Caton, Acting Secretary, filed November 20, 1997. Bell Atlantic provided its first quarterly performance report pursuant to this commitment on November 12, 1997.

Installation Appointments. This corresponds to MCI's requested Percent Orders Not Completed on Time. In addition, because an order is either completed on time or not completed on time, Bell Atlantic's measurement is the complement to MCI's requested Percent Orders Completed on Time – that is, 100 percent minus Percent Missed Installation Appointments (or Percent Orders Not Completed on Time) equals Percent Orders Completed on Time. As a result, Bell Atlantic provides all of MCI's requested additional Ordering and Provisioning measures.

2. Maintenance and Repair

MCI requests that incumbent local exchange carriers be required to provide an additional measurement for Number And Percent Of Maintenance Failures. According to MCI, it seeks to measure trouble reports “where the trouble was closed out with a code indicating that the fault was an ILEC service problem.” (p. 4) That is exactly what Bell Atlantic's measurements for Customer Trouble Report Rate provide. Bell Atlantic reports those troubles closed out with a disposition code of 3 (drop), 4 (loop), or 5 (central office) – that is, those troubles where the problem was found to be a Bell Atlantic network problem. Bell Atlantic excludes from its measurements trouble reports, such as Customer Premises Equipment (CPE) troubles and troubles closed due to customer action, that do not indicate a Bell Atlantic network service problem or that are within the customer's control. As a result, the measurements Bell Atlantic reports already fulfill MCI's objective.

3. “Reporting Dimensions”

As Bell Atlantic explained in response to the LCUG document, the level of detail Bell Atlantic provides already meets any legitimate needs of CLECs and reflects the

actual operation of Bell Atlantic's business. For ordering, provisioning, and maintenance measurements, Bell Atlantic reports separately on five product groups: Interconnection Trunks, Resale POTS services, Resale Special services, UNE POTS services, and UNE Special services. These reports, therefore, reflect all three ways competitors can enter the market – interconnection of their own networks with Bell Atlantic's, purchase of unbundled network elements from Bell Atlantic, and resale of Bell Atlantic's services.

In addition, where relevant to the particular measure, Bell Atlantic provides report detail by Dispatch and Non-Dispatch work. The breakdown between POTS and Special services, and between Dispatch and Non-Dispatch work reflects the way Bell Atlantic actually assigns and performs work for its own customers, as well as for CLECs. The 22 categories of measurements Bell Atlantic has committed to provide cover 100 separate measures of performance.

By contrast, the "reporting dimensions" LCUG proposed for its 27 categories of measurements would result in more than 1,179 separate measures of performance. As Bell Atlantic explained, the level of detail requested by LCUG would result in many of the individual measurements being based on sample sizes so small that they would be statistically unreliable.²

MCI's request would add even more "reporting dimensions" and further multiply the measures of performance. For example, MCI argues that "the dimension Time should be reported to adequately capture a true parity curve. This Time reporting dimension

² See Bell Atlantic Response to LCUG Service Quality Measurements Version 6.0, pp. 14-16, attached to letter from Dee May to William F. Caton, Acting Secretary, dated November 20, 1997.

should be represented in tenths of seconds, seconds, minutes, hours or days depending on the measurement.” A note explains that “[a]n example of disaggregated reporting across service and time dimension would be: % of 1-4 lines installed in the 1st day, 2nd day, 3rd day, and > 10 days, etc.” (p. 2) Providing this level of detail for each measurement could quadruple the measurements Bell Atlantic would have to provide. Instead of the half million measurements each quarter that the LCUG proposal would require,³ MCI would have Bell Atlantic report multi-millions of separate measurements.

Moreover, the additional level of detail would be meaningless. MCI seems concerned that Bell Atlantic might offer the same service interval – e.g., five days – both to its retail customers and to CLECs, but actually provide service to its own customers on day 2 and to the CLEC on day 5. This fear is unwarranted. First, Bell Atlantic generally does not complete service orders before the requested due date. Moreover, since Bell Atlantic provides measurements for both the average offered interval and the average completed interval, any such disparity would be reflected in the measurements already provided. As a result, there is no reason to impose MCI’s additional requested measures.

CONCLUSION

Bell Atlantic has already committed to provide quarterly reports measuring all of the functions MCI demands. The additional “reporting dimensions” requested by MCI would exponentially increase the number of measurements required without providing meaningful results. Because the reports that Bell Atlantic already provides will enable both the Commission and CLECs to monitor Bell Atlantic’s performance for its retail

³ 73 MSAs x 1179 measurements x 3 months per quarter for both Bell Atlantic and CLECs in the aggregate: $73 \times 1179 \times 3 \times 2 = 516,402$.

customers and for CLECs, the Commission should not adopt MCI's proposed additional measurements.